

SAFE DRINKING WATER HOTLINE MONTHLY REPORT

September 2001



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Safe Drinking Water Hotline
National Toll-Free No.: (800) 426-4791 or (877) EPAWATER

Safe Drinking Water Hotline Monthly Report September 2001

I. Monthly Summary of Calls and Emails

Total number of calls answered:	1,530
Average wait time:	19 seconds
Percent of all calls answered in < 1 min:	91.20%
Percent of calls satisfied immediately:	98.4%
Percent of callbacks answered in 5 days:	100%
Total number of emails received:	385
Percent of emails answered in 5 days:	100%
Phone System Message Retrievals:	
- Local Drinking Water Quality	1180
- Arsenic Rule	68

II. Comparison to Previous Year

	Calls	Emails
Sep 2001	1,530	385
Sep 2000	2,653	370

III. Hot Topics

Topic	Questions (via phone & email)	Percent of Total
Local Drinking Water Quality	192	8
Household Wells	227	10
Tap Water Testing	239	10
CCR General	73	3
Lead & Copper	160	7
Health Effects/Assessments	67	3
Home Water Treatment Units	120	5
Cryptosporidium	35	1
Secondary DW Regs	61	3
Radon	58	2
Coliforms	75	3
Arsenic	46	2
Bottled Water	69	3

IV. Frequent Referrals

Referral	Number of Referrals	Percent of Total Referrals
Local Water System	135	8
State Lab Certification	246	15
Local Public Health	130	8
EPA Internet	217	13
NSF/WQA/UL/NAIN	206	12
AGWT	116	7
State PWSS	170	10
FDA/IBWA	43	3
Other Hotlines	68	4
Non-EPA Internet	22	1
Other Federal Agencies	22	1
Regional Offices (combined)	31	2

V. Selected Questions and Answers

A. Microbial/Disinfectant and Disinfection Byproduct Rules (M/DBPR)

When does a large PWS have to be in compliance with the DBP rule for THM which becomes effective on January 1, 2002?

According to Tom Grubb in EPA's OGWDW Standards and Risk Reduction Branch, 40 CFR §141.133(b)(1)(i) states that a PWS will have to be in compliance with the new TTHM MCLs after four quarters of testing using a running annual average.

If during the first year any one-quarter will cause the annual running average to exceed the MCL, then the PWSS is out of compliance during that quarter (40 CFR §141.133(a)(3)).

B. Unregulated Contaminant Monitoring Rule (UCMR) List 1:

We are a PWS that has been conducting List 1 monitoring of perchlorate. The result of a sample sent to a laboratory was reported as <40 : g/L. Matrix interference in the analysis prevented the result from being more specific. Since the detected range is above but could potentially be below the minimum reporting level of 4 : g/L, should a new sample be taken and if so, what is the protocol?

According to Dan Hautman of EPA's Technical Support Center (TSC), if there is still holding time left for the sample, they can run the test again with pretreatment to reduce matrix effects. Otherwise they must resample. Laboratories should investigate pretreatment to address matrix interference. Additional concern could be the use of a dilution factor that is too large in analyzing perchlorate (diluting sample at 10:1 as opposed to 4:1).

C. and D. Underground Injection Control (UIC)

What is the meaning of USDW within the context of the UIC program?

The definition for Underground Source of Drinking Water (USDW) is codified in 40 CFR §146.3. "Underground source of drinking water (USDW) means an aquifer or its portion: Which supplies any public water system; or which contains a sufficient quantity of ground water to supply a public water system; and currently supplies drinking water for human consumption; or contains fewer than 10,000 mg/L total dissolved solids; and Which is not an exempted aquifer."

What is an exempted aquifer?

An aquifer or a portion thereof which meets the criteria for an "underground source of drinking water" in §146.3 may be determined under 40 CFR §144.8 to be an "exempted aquifer" if it meets the following criteria:

- It does not currently serve as a source of drinking water; and
- It cannot now and will not in the future serve as a source of drinking water because:
 - it is mineral, hydrocarbon, or geothermal energy producing, or can be demonstrated by a permit applicant as part of a permit application for a Class II or III operation to contain minerals or hydrocarbons that considering their quantity and location are expected to be commercially producible.
 - it is situated at a depth or location which makes recovery of water for drinking water purposes economically or technologically impractical;
 - it is so contaminated that it would be economically or technologically impractical to render that water fit for human consumption; or
 - it is located over a Class III well mining area subject to subsidence or catastrophic collapse; or
- The total dissolved solids content of the ground water is more than 3,000 and less than 10,000 mg/L and it is not reasonably expected to supply a public water system (40 CFR §146.4).

E. Sole Source Aquifer

How many designated Sole Source Aquifers are there in the United States?

As of September 2001, there are 72 designated Sole Source Aquifers nationwide.

VI. Specific Water System Enforcement Issues

N/A

VII. Corrections (from previous reports)

N/A

VIII. Question of the Month

A citizen emailed the Hotline with the following dilemma:

"We have an occasional vacation cabin in Southern Indiana that uses a cistern for collection of water from the roof. (The water runs through an underground gravel filter, which has not been opened for several years.) We use the cistern water for plumbing, bathing, washing dishes, etc. Two issues have recently occurred:

1. A flashlight containing batteries was dropped into the cistern.
2. The flashlight was dropped into the water while observing a couple dozen foot-long snakes swimming in the cistern water.

My questions are: 1. Are there any options besides pumping all of the water out of the cistern and eliminating the snakes? Currently, we have not been chlorinating the water, and wonder if a couple of gallons of bleach will kill the snakes. If so, will the dead snakes create a health hazard for our drinking water? There is about 3 feet of water in the cistern now, and the diameter is about 8 feet. 2. Will the batteries in the flashlight decompose and create a health hazard to the water?"

The citizen was referred to his local health department and the American Ground Water Trust for information on how to correct his problem. In the meantime, he was instructed to find an alternative source of drinking water.

IX. OGWDW Calendar of Events and Meetings**Fy 2002 Conference Calendar**

November 2201	11/5-7 ECOS 2001 Natn'l. Environmental Performance Summit - Crystal City, VA 11/ 8-9 Full NDWAC Council meeting -- Washington DC	11/6 EPA rescheduled public meeting on Draft Strategy for Waterborne Microbial Disease - Arlington, Virginia 11/6-7 Synthetic Organic Chemical Manufacturers Assoc. Symposium on Pollution Prevention and Environmental Regulations - Columbus, Ohio	11/9-13 APHA, 130 th Annual Meeting - Philadelphia, PA 11/ 8-9 Full NDWAC Council meeting - D.C. 11/11-15, 2001 WQTC Meeting, Nashville, TN	11/ 12-14 National Pollution Prevention Roundtable Fall Conference - Charleston, SC	11/14-16 Groundwater Foundation - Annual Fall Conference, Pittsburgh, PA 11/28-30 EPA's 4 th Annual Customer Service Conference - Washington, D.C. 11/ 28-29, 2001 NDWA C Research Working Group+Future Scenarios Workshop - D.C.
December 2001	12/5-7 ECOS 2001 Grants Performance Summit - Wyndham City Center, D.C. 12/3-6 EPA National Environmental Justice Advisory Council Meeting Seattle, WA	12/7-9 Natn'l. Ground Water Assoc., Natn'l. Convention & Exhibition - Nashville, TN	12/10-13 EPA Region III's Chemical Emergency Preparedness & Prevention Conference and EPA HQ HAZMAT Spills Conference - Baltimore, MD		
January 2002				1/22-23 GWPC UIC Meeting - Houston, TX	
February 2002		2/18-20 ASCE/AWRA/EPA and others - Conference on Stormwater and Urban Water Systems Modeling -Toronto, Canada			2/23-27 EPA Watershed Conference 2002- Ft. Lauderdale, FL
March 2002	3/5-9 WQA 28 th Annual Convention & Exhibition, New Orleans, LA	3/8-12 Natn'l League of Cities - Congressional City Conference - D.C.	3/10-13 ASWIPCA Mid-Year Meeting, Alexandria, VA 3/10-13	3/19 Groundwater Foundation Children's Festival - Grand Island, NE	3/27-3/30 NSTA Natn'l. Science Teachers Assoc. Natn'l. Convention - San Diego, CA

			AAPG Annual Mtg.-Houston, TX 3/12-15 USGS/EPA Conference on SWP in Fractured -Aquifer Settings - Denver, CO		
April 2002	4/1-5, 2002 Spring National P2 Roundtable - Portland, OR	4/7-9 GWPC Annual Policy Meeting - Alexandria, VA	4/22 Earth Day-32nd Annual Observance		
May 2002	5/5-11 National Drinking Water Week			5/21-23 National Water Quality Monitoring Council Natn'l. Meeting - Madison, WI	
June 2002		6/16-20, 2002 AWWA Annual Conference & Exposition - New Orleans, LA		6/24-28 Community Involvement Conference - Portland, OR	6/23-28 26th Annual Association of State Floodplain Managers Conference -- Phoenix, AZ, 6/30-7/3 NEHA Annual Education Conference- Minneapolis, MN
July 2002	7/13-16 Natn'l. Governors Assoc. Annual Meeting - Boise, ID	7/10-13 NACCHO Annual Meeting New Orleans, LA			
August 2002	8/11-13 ASWIPCA Annual Meeting, Richmond, VA				
September 2002					9/29-10/2 ICMA Annual Conference Philadelphia, PA
October 2002	10/6-8 ECOS Annual Meeting - San Antonio, TX	10/6-9 NRWA Annual Management & Technical Conference & Technology Exhibit Center, Spokane, WA			10/27-30 AMWA Annual Conference - San Juan, PR 10/27-30 Geological

					Society of Amer. Denver, CO
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November 2002	11/4-7 AWRA Annual Conference - Philadelphia, PA	11/9-13 American Public Health Assoc. 130 th Annual Meeting Philadelphia, PA 11/11-13, Council Of Infrastructure Financing Authorities Louisville, KY			
December 2002	12/3-7 Natn'l League of Cities - Congress of Cities Conference - D.C.				

Conference Dates not yet available:

- 6th National Tribal Conference in Environmental Management in 2002
- GWPC Annual Forum (last week in September?)
- Spring CIFA Legislative meeting in May

Appendix A - Customer Profiles**Calls**

Analytical Laboratories	19
Citizens	1179
Consultants/Industry/Trade Associations	113
Environmental Groups	2
EPA HQ	10
EPA Regions	18
Government	18
Media	8
Medical Professional	3
Schools/University	30
PWS	87
Trans Non Community	0
NTNC	0
Spanish Speaking	1
Other	9
Hangups	33
Total Number of Callers	1530

Emails

Analytical Laboratories	3
Citizens	271
Consultants/Industry/Trade Associations	43
Environmental Groups	2
EPA HQ	0
EPA Regions	2
Government	2
Media	0
Medical Professional	2
Schools/University	42
PWS	8
Trans Non Community	0
NTNC	0
Spanish	3
Other	7
Hangups	0
Total Number of Emails	385

Appendix B - Question Types**Calls****NPDWRs****Microbial/DBP/ICR**

Coliforms	61
SWTR, ESWTR & LT1FBR	18
GW Rule	1
Cryptosporidium	31
Other Microbial	11
Waterborne Diseases	1
ICR	1
Chlorine	18
THM	9
Other D/DBPs	14
Home Water Disinfection	10

IOC/SOC

Phase I, II & V	36
Arsenic	31
Fluoride	13
MTBE	26
Perchlorate	1
Sodium Monitoring	6
Sulfate	7

LEAD and COPPER

Lead & Copper	151
LCCA/Lead Ban	10

RADIONUCLIDES

Other Rads	28
Radon	50

SECONDARY DW REGULATIONS

Secondary DW Regulations	52
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BACKGROUND/OVERVIEW

Definitions & Applicability	35
EPA Homepage	4
Science Fair Projects	6
SDWA	8
Standard Setting	7
WOT, Hands & MCL List	42
Other Background	52

OTHER DRINKING WATER**REGULATIONS**

Analytical Methods	12
CCL & DWPL	1
CCR Compliance	9
CCR General	61
CCR Saw PSA	0
NCOD	0
Operator Certification	1
Public Notification	14
Small System Variances & SSCTs	2
SRF Funds	4
State Primacy & Indian Lands	2
UCMR Lab Methods Issues	4

UCMR PWS Monitoring	13
UCMR Other	12
Variances, Exemptions & Waivers	1

OTHER DRINKING WATER

Additives Program	6
Affordability/Cost/Needs Capacity	0
Bottled Water	53
Complaints about PWS	36
Compliance & Enforcement	12
Health Effects & Health Assessments	56
HWTUs	90
Local DW Quality	150
Meeting Registration	20
State Lab Certification	51
Tap Water Testing	212
Treatment/BATs	34

OTHER PROGRAMS

Air	6
CWA	6
Pesticides	4
Pollution Prevention	10
RCRA	4
TSCA	0
Non-EPA Environmental	9
Non Environmental	8

GROUNDWATER/WELLHEAD

Household Wells	195
Sole Source Aquifer	2
Ground Water	17
WHP	0
Source Water	20
UIC Wells	10

TOTAL QUESTIONS**1887**

Emails		UCMR PWS Monitoring	1
Microbial/DBP/ICR		UCMR Other	0
Coliforms	14	Variances, Exemptions & Waivers	0
SWTR, ESWTR & LT1FBR	1	OTHER DRINKING WATER	
GW Rule	0	Additives Program	3
Cryptosporidium	4	Affordability/Cost/Needs Capacity	0
Other Microbial	3	Bottled Water	16
Waterborne Diseases	1	Complaints about PWS	18
ICR	0	Compliance & Enforcement	9
Chlorine	4	Health Effects/Health Assessments	11
THM	1	HWTUs	30
Other D/DBPs	1	Local DW Quality	42
Home Water Disinfection	11	Meeting Registration	0
IOC/SOC		State Lab Certification	5
Phase I, II, V	10	Tap Water Testing	27
Arsenic	15	Treatment/BATs	6
Fluoride	10	OTHER PROGRAMS	
MTBE	5	Air	1
Perchlorate	2	CWA	2
Sodium Monitoring	1	Pesticides	2
Sulfate	5	Pollution Prevention	5
LEAD and COPPER		RCRA	6
Lead & Copper	9	TSCA	0
LCCA/Lead Ban	4	Non-EPA Environmental	25
RADIONUCLIDES		Non Environmental	27
Other Rads	6	GROUNDWATER/WELLHEAD	
Radon	8	Household Wells	33
SECONDARY DW REGULATIONS		Sole Source Aquifer	0
Secondary DW Regulations	9	Ground Water	9
BACKGROUND/OVERVIEW		WHP	1
Definitions & Applicability	7	Source Water	6
EPA Homepage	3	UIC Wells	2
Science Fair Projects	6	TOTAL QUESTIONS	494
SDWA	2		
Standard Setting	2		
WOT, Hands & MCL List	17		
Other Background	13		
OTHER DRINKING WATER REGULATIONS			
Analytical Methods	8		
CCL & DWPL	1		
CCR Compliance	3		
CCR General	12		
CCR Saw PSA	0		
NCOD	0		
Operator Certification	3		
Public Notification	0		
Small System Variances & SSCTs	0		
SRF Funds	5		
State Primacy & Indian Lands	1		
UCMR Lab Methods Issues	0		

Appendix C – Safe Drinking Water Regulations Federal Register Abstracts

Public Notification (PN) and Consumer Confidence Report (CCR) Rules

"National Primary Drinking Water Regulations: Minor Revision to Public Notification Rule and Consumer Confidence Report Rule; Proposed Rule" (66 FR 46928, September 7, 2001)

This action proposed to make specific changes to the health effects language for di(2-ethylhexyl)adipate (DEHA) and di(2-ethylhexyl)phthalate (DEHP) in the Public Notification Rule and the Consumer Confidence Reporting Rule. EPA also clarified proper use of the Integrated Risk Information System (IRIS) database.

Unregulated Contaminant Monitoring Rule (UCMR)

"Unregulated Contaminant Monitoring Regulations for Public Water Systems; Amendment to the List 2 Rule and Partial Delay of Reporting of Monitoring Results" (66 FR 46221, September 4, 2001)

EPA took direct final action to correct an omission in January 11, 2001, List 2 UCMR concerning laboratory certification. This correction will automatically approve laboratories of public water systems, that are certified to conduct compliance monitoring using Method 515.33 to also use Method 515.4 for UCMR analyses. Additionally, EPA is delaying requirements for the electronic reporting of unregulated contaminant monitoring results until its electronic reporting system is ready to accept data. This rule is effective on November 5, 2001 unless EPA receives adverse comment by October 4, 2001.

Appendix D - Daily Call Monitoring System Data

	Total No. Calls	No. Calls Aband	Average Wait Time mm:sec
4-Sep	103	6	0:13
5-Sep	102	7	0:33
6-Sep	112	3	0:28
7-Sep	99	1	0:17
10-Sep	107	8	0:25
11-Sep	13	4	0:21
12-Sep	58	5	0:40
13-Sep	73	2	0:12
14-Sep	73	3	0:15
17-Sep	93	10	0:20
18-Sep	91	6	0:17
19-Sep	95	4	0:19
20-Sep	98	4	0:10
21-Sep	68	0	0:10
24-Sep	87	3	0:15
25-Sep	84	3	0:14
26-Sep	80	1	0:17
27-Sep	77	3	0:14
28-Sep	92	2	0:21
Total	1605	75	0:19

Appendix E – Contract Management Information

Pending and Completed Actions

- A. Hotline took registrations for training sessions in Regions 1, 4, 5, 7, and 10. During September, Hotline took registrations for trainings conducted in Regions 2 and 6.
- B. Hotline worked with other contractors to coordinate and expedite the meeting registrations for the training sessions.
- C. Hotline worked with Project Officer in developing OGWDW's Counter-terrorism position. The Hotline provided weekly tabulations of calls concerning terrorism and continues to assess callers concerns and issues surrounding this topic for PO.
- D. Hotline received 26 phone and 7 email inquiries regarding terrorism.

Report on Internet Activities

Our searches revealed no errors on the OGWDW Web site in September.

Hotline Operational Issues (operational changes, difficulties encountered, remedial actions taken or needed, or personnel changes)

- C. Hotline staff continued to work with PO in efforts to correct a problem related to direct email inquiries sent to hotline-sdwa@epa.gov, and worked with OGWDW staff to appropriately route direct email inquiries to Hotline for efficient, timely response. This routing problem was corrected on September 5, 2001, when the Hotline experienced a surge of 438 emails, some of which were duplicates. All emails were answered within 5 working days of receipt by the Hotline.

Hotline Suggestions (for areas of frequent concern among callers that EPA may wish to consider addressing in future publications)

- A. The Hotline has been receiving frequent calls concerning emergency disinfection of drinking water. Currently, the Hotline is directing callers to the Educational Resource Information Center (ERIC) and National Technical Information Service (NTIS) for the EPA Fact Sheet on Emergency Disinfection of Drinking Water (EPA 810-F-93-002). The Hotline believes that making this publication available from Water Resource Center would greatly expedite these requests from concerned citizens. The document is available on the web, but many callers do not have internet access.